



# *Consolidating Metrics Efforts*





# Why do we need Metrics?

- **We Have To**
  - **Government Performance and Results Act of 1993**
- **We Want To**
  - **Measure compliance with policies and strategic direction of leadership**



# What are we trying to measure?



- **Metrics must be tied to strategic vision**
  - **What is the mission?**
  - **How and when will it be accomplished?**
  - **What are the markers of accomplishment?**
  - **How does one measure these markers?**



# Many Audiences! One Mission?



- **Congress**
- **OMB**
- **SECDEF**
- **USD(P&R)**
- **HA**
- **TMA**
- **Army**
- **Navy**
- **Air Force**
- **Lead Agents**



# Current Metrics Programs



- **Government Performance and Results Act (GPRA)**
- **OMB Common Measures**
- **DHP Performance Contract w/DEPSECDEF**
- **DodD Balanced Scorecard**
- **Monitoring the Status of the Force**
- **Quality of Life**
- **MHS Executive Review (MHSER)**
- **Service and LA specific programs**



# Recent Metrics Requests



- **SECDEF Balanced Scorecard**
  - **Request from Senior Executive Council (SEC)**
  - **10-12 P&R Metrics**
  - **HA Submission**
    - **Satisfaction with Health Plan and Health Care\***
    - **Physician and MTF productivity\***
    - **Purchased care cost\***

\*From standard metric set  
09/05/16



# Recent Metrics Requests



- **MHS Strategic Plan**
  - **Balanced Scorecard**
    - **External Customer**
    - **Financial**
    - **Readiness**
    - **Quality**
    - **Cost**
    - **Internal Customer**
  - **Many from standard metric set**
  - **Many need to be developed**



# Standard Metric Set



Balanced Scorecard Metrics									
Perspective	Theme	Objective	Measure	Perf. Contract	Instrument Panel	MHSER	SECDEF	Freq	Lowest Level
External Customer		Fit Force	C-1						
		High Quality Care	C-2					Q	Svc_Reg
		Customer Service	C-3	X	X		X	Q	Svc_Reg
		Healthy Communities	C-4	X	X			Q	MHS
Financial		Determine and Account for Readiness	F-1					A	MHS
		Obtain Appropriate Resources	F-2					A	MHS
								A	MHS
		Optimize Stewardship	F-3					A	MHS
Internal	Readiness	Medical Ready Total Force	R-1					?	Svc
			R-1					?	?
		Medical Capability	R-2					Q	Svc
			R-2					A	MHS
	Quality	Patient Safety	Q-1					Q	MHS
		Patient Centered	Q-2	X	X	X	X	Q	Svc_Reg
			Q-2	X	X	X	X	Q	Svc_Reg
		Health Outcomes	Q-3	X				Q	MTF
	Efficiency	Interoperability with partners	E-1					?	MHS
			E-1					A	MHS
			E-2	X	X	X	X	M	MTF
			E-2					M	MTF
			E-2					M	MTF
		System productivity	E-2	X	X	X		Q	MTF
			E-2	X	X	X	X	M	MTF
			E-2		X			M	MTF
			E-2	X	X		X	M	MTF
		Identify and prioritize requirements	E-3					A	MHS
Learning & Growth		Leverage Science and Technology	L&G-1					A	MHS
			L&G-2					A	MHS
		Recruit, retain, develop	L&G-2					A	Svc
		Patient/Provider based systems	L&G-3					M	MTF
			L&G-3					M	MTF
		Jointness	L&G-4					A	MHS
Instrument Panel Metrics not on the Balanced Scorecard									
Perspective	Theme	Objective	Measure	Perf. Contract	Instrument Panel	MHSER	SECDEF	Freq	Lowest Level
External Customer		Customer Service	Enrollees	X	X	X		M	MTF
			Claims Processing	X	X	X		M	Reg
			Telephone Inquires		X				
			Total RVUs	X	X	X		M	MTF
Internal		System productivity	Total RWPs	X	X	X		M	MTF
			Cost per RWP		X				
			Primary Care RVUs/Enrollee		X				
			Panel Size		X				
			Inpatient Marketshare	X	X	X		M	MTF
			Catchment Area Purchased Care Costs	X	X	X		M	MTF





# Metrics Standardization Board



- **TriService Board tasked to standardize measures**
  - **Multiple efforts within HA/TMA, Services, Lead Agents**
- **Started with Performance Contract and MHSER**
- **Multiple communities, Multiple interests**
- **Need to agree on definition, data source**
- **Reengineer old programs**
- **Becomes source for new requests for metrics**



# **Metrics Standardization Board**



- **Service Representatives**
  - **Army - LTCOL Dott Smith**
  - **Navy - CDR Mark Turner**
  - **Air Force - LtCol Rick Reichard**
- **Supported by Triservice Metrics Working Group**
  - **Technical Experts**



# Conclusion

- **Senior leadership vision drives mission and forms basis for metrics**
- **Measures should use same data and same methodology**
- **Consistent metrics lead to clear and consistent message for both internal and external customers**